

# Complaints and Commendations

## SECTION 1 – About You

Surname:		Mr./Mrs./Miss/Ms/Dr:
Forename(s):		
Address:		
		Postcode:
Telephone:	Daytime:	Evening:

## SECTION 2 – About Your Complaint or Commendation

**2a Which course do you wish to complain about or give a commendation about?**

**2b What do you wish to complain about or give a commendation about?**

(Outline the background to the complaint/commendation and give a brief description of what you think the course or individual failed to do, or did wrongly or how it or they exceeded your expectations.)

**2c How has it affected you?**

**2d What would you regard as a reasonable remedy to your complaint or how would you like to see your commendation dealt with?**

**2e On or about what date did the action complained or commendation of occur?**

**2f If there has been a delay in telling us of your complaint, please state why.**

**Where to send this completed form:**

**The Directors  
Revive Healthcare Training Ltd  
PO Box 841  
Belfast BT15 4WZ**

**What you can expect:**

We will:

- Investigate your complaint carefully and thoroughly.
- Write back to you to acknowledge your complaint or commendation within 5 working days.
- Write back to you with a full reply in 21 working days (occasionally we may need longer than this, but when we do, we will tell you why this is and when we can reply).
- Our staff will be polite and give their name when speaking to you.
- Our letters will be written in everyday language, avoiding jargon.
- You will not be treated any less favourably as a result of complaining about our services.
- There are some things we can't change...such as things we are required to do by law, or policies which have been set which guide the way some services are delivered. But we will always explain why this is, and tell you who else to contact if you are still unhappy.